

LIANNE ACHILLES

415-610-9615 . achilles.lianne@gmail.com . [linkedin.com/in/lachilles](https://www.linkedin.com/in/lachilles) . github.com/lachilles

SUMMARY OF QUALIFICATIONS

- 8+ years of expertise in designing, developing, and deploying scalable distributed systems.
- 10+ years leading cross-functional teams, and 15+ years industry experience in business and technical roles.
- Strong background in cloud infrastructure, automation, and DevOps practices. Proven ability to lead cross-functional teams and drive complex technical projects from inception to completion. Outstanding interpersonal, leadership, and communication skills. Adapts rapidly to new technologies and development methodologies.
- Professional experience in Japan, Canada, and the United States.

TECHNICAL & LANGUAGE SKILLS

Languages & Frameworks: Python, Kotlin, Django, Spring Boot, Bash, Terraform, Flask, GraphQL, gRPC

Cloud & Infrastructure: AWS (S3, EC2, DynamoDB, RDS, Lambda, ElastiCache), Kubernetes, Docker, ArgoCD, Argo Workflows, GitHub Actions

Observability: Datadog, Sentry, Kibana, logstash, ES.

Databases & Messaging: DynamoDB, Aurora, Redis, Kafka, PostgreSQL, MySQL

Other: CI/CD, Infrastructure as Code, Event-Driven Architecture, Microservices.

Native level fluency in Japanese and English. Beginner level Spanish and Mandarin.

EXPERIENCE

Udemy, San Francisco, CA

July 2016 – December 2024

Senior Software Engineer – Platform Services Team

Sept 2020 – December 2024

- Designed and developed the **Services Portal**, an automated system for Kotlin service and frontend app creation using Cookiecutter templates, GitHub Actions for unified CI, and ArgoCD for deployment. Integrated storage options including ElastiCache, DynamoDB, and Aurora.
- Built multiple **Argo Workflows**, streamlining operations such as secret creation and storage deletions, improving operational efficiency.
- Led the **Audit Log System** project, designing and implementing a scalable and immutable logging system for tracking CRUD operations on users, license provisioning, and impersonation events.
- Developed a client library (Python and Kotlin) for publishing audit logs to Kafka asynchronously.
- Architected a **Kafka-backed event processing pipeline**, with logs ingested into DynamoDB and transformed for downstream analytics.
- Implemented a **GraphQL-based Admin API** for querying logs, leveraging gRPC to hydrate user data.
- Ensured compliance with data retention policies, supporting PII anonymization and scalable querying via DynamoDB secondary indexes.
- Participated in the **site on-call rotation**, collaborating with production engineering teams to resolve incidents and improve system reliability.

Senior Software Engineer – Media Team

April 2019 – September 2020

- Led the development and production deployment of Skyhawk, Udemy's in-house encoding cluster, reducing transcoding time by 90% and replacing a third-party vendor solution.
- Designed an autoscaling infrastructure using Terraform, optimizing EC2 resource allocation and integrating Singularity API endpoint testing.
- Served as the **acting team lead** for Udemy's asset pipeline, overseeing video upload, transcoding, and streaming performance.
- Participated in on-call rotations, responding to and resolving large-scale infrastructure incidents.

Software Engineer II – Video Stream Team

July 2017 – March 2019

- Delivered the **Sneak Peek Project**, integrating automated HLS content generation, improving streaming performance and accessibility.
- Championed **auto-generated HLS** content for published courses, accelerating Udemy's "HLS Everywhere" initiative.
- Defined and established the **Escalation Engineer Role**, handling high-priority inquiries from external developers and optimizing backend infrastructure.

Software Engineer – Video Stream Team

July 2016 – June 2017

- Developed a **video quality automation** framework, reducing transcoding errors by 300% while handling an 8% increase in content volume.

- Led the **Asset Lifecycle Project**, optimizing video performance via S3 object tagging, S3 Analytics, and asynchronous processing.

Bluenose Analytics, San Francisco, CA

2014 – 2015

Product Manager

- Managed the Customer Success module backlog, roadmap, and sprint planning, reducing sprint work push rate by 34% in 5 months.
- Implemented an internal **Dogfooding QA process**, replacing an offshore QA team and saving \$80K annually.
- Led the **Early Access Program**, improving customer satisfaction (CSAT) scores from 2.7 to 4.2 within 3 months.

Bloomberg LP, New York, NY

2006 – 2013

Trading Solutions, Strategic Accounts Consultant

- Managed \$2.6MM in recurring revenue for the Mid-Atlantic region, exceeding upsell targets and growing ARR by 20%.
- Led multimillion-dollar **trading platform implementation projects**, delivering on time and within budget.
- Speaker at user conferences in Tokyo, Toronto, Washington DC, and Boston.

EDUCATION & CERTIFICATIONS

Hackbright Academy, San Francisco, CA, Software Engineering Fellow

Pragmatic Marketing, Santa Clara, CA, PMI Level 3

Scrum Alliance, San Francisco, CA, Certified Scrum Master

Bentley University, Waltham, MA, B.S, Marketing, Minor in Information Design and Communications